



Therap Introduction



Therap is a web-based application suite that was designed to provide a comprehensive solution for the planning, documentation, reporting, communication and billing needs of organizations supporting people with intellectual and developmental disabilities in home and community-based services and other settings.

Therap is the national leader in electronic documentation for people with Intellectual and Developmental Disabilities. It is user friendly, Person Centered, and HIPAA compliant. It helps to improve communication between staff, family, physicians and Case Managers/Service Coordinators. Therap uses several avenues to ensure that users understand each of the modules that CSS, Inc. has access to, including blogs, webinars and games so new employees can become comfortable with using online documentation.

Community Support Services, Inc. has been utilizing Therap for documentation requirements since 2003 (fun fact: CSS, Inc. was Therap's first paying customer!). We use all of the modules that Therap offers, with the exception of Billing and Training Management Systems. Some important things to remember when utilizing the CSS, Inc. Therap system:

- *Your user name and password are unique to you as the user and should NEVER be given out.*
- *Communication through Therap must be professional, accurate, sensitive, fact driven and respectful. Therap is only used to conduct CSS, Inc. business!*
- *Employees of CSS, Inc. are prohibited from logging into Therap during their unpaid time unless expressly authorized by their supervisor.*
- *Employees are not to leave any CSS, Inc. device unattended while they are logged into Therap, this includes in the community or at the site in which they work.*
- *Documentation must be completed at the time of service- no later than the end of your shift. If you are unable to complete documentation by the end of your shift, you must obtain supervisor approval to complete documentation the next day as a "late entry".*

It is the goal of CSS, Inc. to maintain a "paperless" attitude toward documentation!



Therap Etiquette



This is what is expected in regards to documentation and etiquette when communicating through Therap. Therap will be used to communicate on a daily basis.

Respectful Language

All communication needs to be positive, professional and respectful. When documenting, it is imperative that slang or profanity is not used. This language should only be used if stated by the individual and enclosed in “quotes.”

The following is a comparison of different language that can be written more professionally and respectfully.

What <u>NOT</u> to write	Professional/Respectful Wording
...I'm pretty sure its because of ...I think ...in my opinion	Do not add your personal feelings or opinions. Factual information only.
...I told him/her no ...they can't have it	Use words that support a person's choice: helped, showed, encouraged, asked, taught, redirected
...having a fit/outburst ...having a hissy fit ...temper tantrum ...displayed worst behavior ever ...then he attacked ...went off the deep end/going off ...was whining	Describe the actual behavior that the person was engaging in, at the time.
...peeing/pissed their pants ...pooped/shit their pants ...put on the pot ...excessive pooing/blow out	Urinated/lost control of bladder/Incontinent Bowel movement/Soiled clothing Used the toilet Large or Explosive BM
...another day at the crazy house ...no problems/issues ...no negative behaviors today	“We had a great day!” Then describe what the person did during your shift.
...boobies/tits	Breasts
...butt/ass; butt crack/ass crack	Bottom/Buttock; Intergluteal Cleft
...had to be restrained	Provided verbal intervention, physical intervention
...diapers	Briefs/Attends

- ✚ It takes time for each person to read (and respond) to each T-Log for the home and individual. It is important to make each entry relevant and informative.
- ✚ **DO NOT WRITE IN ALL CAPS!** Please use proper sentences and punctuation.
- ✚ Always review your T-Log/comments as if a family member is reading the communication. Ask yourself “Is this the way I would want information about my family member written?”



Confidentiality



Therap Services patented developmental disabilities software solution supports compliance with standards as required for funding through Centers for Medicaid & Medicare Services at both state system and agency levels. Therap's electronic documentation software solution is used by over 1,200 I/DD agency, county and state entities with over 200,000 users documenting services to more than 200,000 individuals with intellectual and developmental disabilities. Therap is widely used in case management, home and community-based services (HCBS), intermediate care facilities for the developmentally disabled (ICF-DD), day treatment programs, developmental centers and other settings.

Secure applications offered by Therap include individual support modules such as incident reporting, medication error reporting, behavior tracking, individual service plans, goal tracking, health records, medication administration records and case management notes, among others. Therap offers solutions for employee training management and employee scheduling. It also covers billing with service authorizations, attendance and professional claim tracking modules. Therap's HIPAA, HITECH and ARRA compliant software applications are suitable for day programs, residential services, supported living, case management and community support programs.

Community Support Services, Inc. realizes that Therap is dedicated to ensuring the information within the system is kept confidential. Employees must also be aware that the documentation being submitted is being kept confidential by Therap's platforms and securities within its organization. All information employees read and submit on the Therap system abides by the CSS, Inc. policy and procedures around confidentiality of records. Employees should feel rest assured that the information regarding the individual's we serve is protected.